

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of:

DAVID JOHN FORD ET AL.

Serial No.: 10/064,962

Filed: September 4, 2002

For: AN ONLINE METHOD AND SYSTEM FOR ADVISING  
CUSTOMERS ON SERVICE NEEDS, FACILITATING THE  
SCHEDULING OF VEHICLE SERVICE APPOINTMENTS,  
AND CHECKING VEHICLE SERVICE STATUS

Group Art Unit: 3689

Examiner: Gerardo Araque, Jr.

Attorney Docket No.: 81046134 (FMC 1438 PUS)

**AMENDMENT UNDER 37 C.F.R. § 1.111**

Mail Stop Amendment  
Commissioner for Patents  
U.S. Patent & Trademark Office  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

In response to the Office Action dated Sept. 22, 2009, please amend the  
above-identified application as follows and consider the following remarks: